Class Title: Program Operations Manager
Class Code: TBD
Salary Range: TBD
Work Schedule: Days, Monday – Friday
Supervisor: Assistant Director, Accounting Services (Payroll, AR)

PURPOSE
Serve as the subject-matter-expert in the administration of the HFS accounts receivable program. Represent HFS as the campus liaison for AR information for the UW’s current financial systems and the upcoming Workday system.

RESPONSIBILITIES
Coordinate and oversee all aspects of AR processes including:

Accounts Receivable Administration 50%
• Serve as the subject matter expert (SME) on AR operations, including laws and rules associated to ensure compliance in the processing and accounting for accounts receivables from a variety of funding sources.
• Administer the reporting necessary for internal and external stakeholders, i.e., UW Finance, Student Financial Services, internal and external auditors.)
• Administer the integration of revenue streams into the Great Plains accounts receivable and general ledger systems from the Point of Sale system.
• Establish internal procedures to ensure that all work perform meets GAAP requirements and that staff are fully trained and competent.
• Develop policies, procedures and data verification routines to ensure the integrity of information that is shared between the HFS Great Plains System and the UW Financial Accounting System.
• Serve as SME for inquiries from internal and external auditors, including presentations of recommendations to ensure compliance.
• Oversee past due accounts and coordinate collections.

Financial Accounting 30%
• Manage and direct the maintenance and reconciliation of accounting records, the general ledger, subsidiary ledgers and related systems and procedures. Review the monthly reconciliation of related balance sheet accounts.
• Manage and direct conference reporting and billing.
• Establish controls to ensure accuracy of daily sales integration
• Ensure funds are allocated to the appropriate legal entity
• Review and approve the calculation of all dining plan forfeitures
• Calculate/prorate dining related forfeitures.
• Audit Conference billings and adjustments

Leadership and Supervision (20%)
• Interview, hire, onboard, train and assess staff performance.
• Initiate and direct program improvements.
• Ensure that staff are trained and assessed on adherence to GAAP and aligned state and UW policies and procedures
• Participate and/or conduct special projects

POSITION COMPLEXITIES
Annual revenues for Housing & Food Services exceed $165 million annually. HFS has three distinct legal accounting systems that require timely and accurate postings. HFS houses over 9,000 students and operates over 30 unique dining venues across campus. Departmental revenues stem from a wide breadth of operational activities including housing, conferences, food service sales, and catering through a variety of points of sale, invoices, and other billing activities. HFS is currently using Great Plains Financial System and uploads/downloads data to the UW system. This requires coordination with UW system stakeholders currently and will require active participation in the UW Financial Transformation project in Workday

IMPACT TO THE UNIVERSITY
Financial oversight and timely processing of revenues is critical for HFS, as self-sustaining auxiliary at the UW. This position interacts with customers and plays a significant customer service role. Improper management could affect the unit’s ability to collect, process, and recognize revenues.

WORKING CONDITIONS
This is largely a desk-based role, working at a computer. Some time in office is required to receipt of physical checks and other revenue processing activities. On occasion, may be required to attend training, meetings and events occurring on campus and outside the Terry Central Office complex.

SUPERVISION RESPONSIBILITIES
This position supervises 2.0 FTE staff at the Fiscal Specialist (1 and/or 2) level.

REPORTS TO
Assistant Director, Accounting Services (Payroll, AR)

QUALIFICATIONS
Bachelor’s degree in business accounting, or equivalent and four years of experience that demonstrates:

• Solid understanding of GAAP
• Excellent administrative, financial, organizational, and problem-solving skills.
• Leadership experience reflecting a high level of integrity and trust.
• Effective teamwork both as a leader and member.
• Ability to work effectively in a fast-paced, development-oriented environment.
• Commitment to continuous improvement of business operations.
• Strong presentation skills for small groups as well as large, open, public meetings.
• Clear and concise written communication.
• Combination of forward-thinking to develop innovative business solutions while ensuring the integrity of the day-to-day financial operations.
• Ability to implement and sustain proper accounting controls
• Successful collaboration among diverse stakeholders
• Successful supervision of staff and change management
• Excellent Excel skills including Pivots, macros, and advanced formula functions (INDEX, MATCH, VLOOKUP, SUMIF, IF, AND, etc.)

Equivalent education/experience will substitute for all minimum qualifications except when there are legal requirements, such as a license/certification/registration.

DESIRED QUALIFICATIONS
• CPA

CONDITIONS OF EMPLOYMENT
• A satisfactory outcome from the employment verification and reference check processes.
• COVID-19 vaccination.